



CENTER  
FOR  
SERVICE  
AND  
SOCIAL  
ACTION

ANNUAL REPORT  
2017-2018



**T**his past year has been filled with exciting events, wide-ranging activities, dynamic partnerships, and ongoing program development. We have refined and deepened opportunities for our students to develop their capacity to become “engaged world citizens within a distinctly Ignatian framework” and connected their academic work with their involvement in the wider community. By doing so, we support the overarching University goals to equip students with the skills, opportunities, and insights needed to discern the path that will contribute to their academic achievement, support their well-being, and foster their personal and professional success.

The Center for Service and Social Action accomplished a number of important strategic goals and made progress on all of the priority initiatives set forth in our strategic plan. The pages that follow showcase in words and images the tremendous engagement of faculty, staff, and students at John Carroll University to be men and women for and with others.

Respectfully submitted,

*Sr. Katherine Feely, SND*

Sr. Katherine Feely, SND  
Director, CSSA



# The Year's HIGHLIGHTS

- **An anniversary year.** CSSA celebrated its 25th year, remembering and reflecting on a rich history of service to the people of Cleveland, the JCU community, and the University's mission.
- **The launch of a dynamic new initiative, "JCU in the City."** JCU in the City is a mission-driven opportunity to focus the work we do, deepen our engagement with our faculty and community partners, explore new place-based opportunities, and take what we do to a deeper level through integration and innovation.
- **Experiential learning.** CSSA lent its expertise to the Experiential Learning Committee to identify and map the various places across the University where experiential learning is taking place and adding to the student learning experience. The goal of the work is to capture the depth and breadth of engagement in order to tell a more effective story and highlight its distinctiveness.
- **Successful database migration.** CSSA made a bold move in launching a new online service registration and database management system called **GivePulse**. With the support and collaboration of JCU's ITS department, we now have a very dynamic, user-friendly, robust database platform to engage students and quantify the impact they make in real-time.
- **Student development for civic engagement.** CSSA invested in students in new ways this year as we continued the implementation of the Social Change Model of Leadership in our training program, and provided new opportunities for students to attend and present at regional and national conferences. Peer Mentor groups were formed to support the growth and development of our student liaisons.
- **Staff development and capacity building.** CSSA staff took advantage of professional development opportunities this year to refine existing skills and develop new skills for effective community engagement in service-learning.

# Highlights of Student Engagement: CSSA BY THE NUMBERS

**68%** of JCU undergraduate students participated in service activities in 2017-18.

students were involved in **academic service-learning.**

**1,497**

**123** students were employed by CSSA as student liaisons, early literacy tutors, office workers, and reflection readers.

service activities were offered during the year.

**175**

**65** service-learning courses were offered in **13 different disciplines.**

faculty taught service-learning courses this past year.

**39**

**138,783** hours of service were contributed by JCU students.

This equates to approximately **\$3.24 million in economic impact** in the region based on the value of volunteer time as calculated by the Independent Sector.<sup>1</sup>

**\$3.24**  
**MILLION**

<sup>1</sup>This is based on the Value of Volunteer Time by State (Ohio = \$23.33/hour) [https://independentsector.org/resource/vovt\\_details/](https://independentsector.org/resource/vovt_details/)

## MISSION

Centered in the rich tradition of Catholic Social Teaching in dialogue with the contemporary Jesuit commitment to a faith that does justice, the Center for Service and Social Action educates for justice by offering experiential opportunities for learning through service, community-based research, and civic engagement. The Center connects the campus with the community through mutual partnerships that are significant, eye-opening, and transformative. These high-impact learning experiences help the University realize the Jesuit goal of developing well-educated men and women who understand the realities of a changing world as well as what it means to stand in solidarity with those living in poverty and on the margins. Through engagement, reflection, and advocacy, students are empowered to help build a more just and humane society.

## LEARNING OUTCOMES:

Through service-learning experiences and service opportunities students will:

- Apply and deepen course knowledge through engaged experiential learning.
- Gain increased knowledge of community issues, needs, strengths, challenges, and resources.
- Develop competency to challenge uncritical assumptions about the lives of others, especially those living in poverty and on the margins.
- Cultivate a habit of reflection about the meaning of service in their lives and how their service experience informs their vocation.
- Develop an awareness of civic responsibility and the importance of community engagement.
- Engage in advocacy work that fosters solidarity, promotes the common good, and contributes to social change.
- Engage in activities that advance the promotion of justice and social action.
- Develop a greater understanding of others' lived experiences through sustained, personal interactions.
- Communicate skillfully in multiple forms of expression.
- Cultivate a lifelong habit of service as members of the John Carroll University community and as alumni.



Service with a smile. Molly Killeen '20 picks up students heading to service. CSSA provides more than 100 weekly service activities for students from 7:30 in the morning to 9:00 at night seven days a week.

Kendall Miller '20 and Antonia Piazza '20 represent John Carroll at the national SALT Summit 2018 at Catholic Relief Services World Headquarters in Baltimore, MD. CRS Student Ambassadors met others in the national network, connected with CRS staff and experts, built leadership and campus organizing skills, and learned how to engage others in advocacy efforts.



CSSA Student Liaisons present at the Ignatian Justice Summit on Immigration. From left to right: Abby Grealis '20, Christian Lowery '19, and Antonia Piazza '20.



Left to right: Elizabeth Weaver '18, Delaney Burns '21, Jillian Schaefer '20, Lauren Phillip '20, Caitlyn Matthews '19, and Anna Masica '19, Propel Ohio.

# STRATEGIC PRIORITIES ACCOMPLISHED 2017-18

*(Aligned with the University Strategic Plan: "Promise and Prominence 2015-2020")*

## goal 1

### ACADEMIC EXCELLENCE FOR STUDENT LEARNING AND SUCCESS

- Launched a new initiative, "JCU in the City" to re-envision the engagement of the University in the city of Cleveland and provide students with high-impact, experiential-learning opportunities and internships that cultivate students' sense of civic responsibility, critical thinking, and analytical skills, their creative problem-solving abilities, and social entrepreneurial skills in service to the wider community.
- Convened a 16-member Faculty Advisory Board to continue to seek faculty input, identify emerging needs, and surface new opportunities for faculty to align course content with high-impact learning experiences in the community.
- Presented the work of CSSA at the New Faculty Seminar to create awareness of the work of the Center and the support we provide to faculty interested in community-based learning.
- Doubled the number of student placements at University Hospitals for students in pre-health majors so they can gain first-hand experience in a hospital setting.
- Co-led the University Strategic Planning Group's Experiential Learning Committee to gather information and chart the depth and breadth of experiential learning opportunities that are part of the curricular and co-curricular student learning experience and a distinctive hallmark of a John Carroll education.
- Co-hosted the Non-Profit Internship and Post Graduate Year of Service Fair in collaboration with Campus Ministry and Center for Career Services. 57 organizations attended and 21 of our community partners showcased non-profit internship opportunities for students.
- Refined the service-learning assessment survey for fall and spring. Data gathered was used to gauge impact and improve the service-learning experience for students.
- Successfully launched a new service registration database platform called "GivePulse" to provide a dynamic, user-friendly interface to get students involved and engaged in the community.
- Created a historical tour of Cleveland for students, faculty, and staff. "Encounter Cleveland" explored the past, present, and future as part of Ignatian Heritage Week.
- Developed six new Student Liaison Training Modules on social analysis, diversity, equity, and inclusion, strengths, reflection, and non-violent communication skills for student leaders in service as part of the Social Change Model of Leadership program run by CSSA.
- Provided opportunities for students to attend and present at regional, state, and national conferences.

Alpha Freeman '19 and Leanne Tang '19 were selected to participate in the Young Leaders Initiative at the Catholic Social Ministry Gathering in Washington, D.C.



# goal 2

## FAITH THAT DOES JUSTICE

- Incorporated the JCU Reflection Model created by the Mission and Identity Office into the reflection process used by students who participate in weekly service.
- Conducted the semester-end reflection process, the “Now What?” Workshop in fall and spring to support student reflection, academic integration, and next steps including courses to take, internships, and campus involvement.
- Coordinated Jesuit Day of Service 2018 and established a new student-led planning team headed by John Tucci '19.
- Welcomed Fr. Mark Ravizza, S.J. to campus as part of Ignatian Heritage Week to engage students in an evening of “Conversation in the Jesuit Tradition.” 40 students joined Fr. Ravizza for dinner and an evening of engaged conversation.
- Worked with the Diversity Center of Northeast Ohio to train more than 70 student liaisons in cultural competency to promote and embrace diversity, equity, and inclusion.
- Participated in an all-staff two-day training workshop on race, diversity, and inclusion conducted by the Racial Equity Institute and hosted by Cleveland Neighborhood Progress.



## JESUIT DAY OF SERVICE

Jesuit Day of Service is an annual day of service consisting of a collaborative effort of all the Jesuit apostolates in the greater Cleveland area including: Ignatian Volunteer Corps, Jesuit Retreat House, Jesuit Volunteer Corps, Boys Hope Girls Hope, St. Ignatius High School, Walsh Jesuit High School, St. Martin de Porres High School, Gesu Parish, and the Ignatian Solidarity Network. Through collaborative engagement and joint planning, this day is an opportunity to extend the Jesuit mission across the city in dynamic ways.

- **255 Faculty, Staff and Students** from John Carroll University participated in the annual city-wide Jesuit Day of Service on April 28, 2018 comprised of:
  - **216 Students**
  - **20 Faculty and Staff**
  - **19 JCU alumni**
  - **1,100 hours of service**
- This year’s event was led for the first time by a student planning team comprised of **John Tucci '19, Owen Wolf '19, Drew Kleinman '21, Joe Ens '20, and Evan Dexter '19.**
- John Carroll service sites included the following places where students, faculty and staff worked with the various organizations to achieve the tasks and needs identified:
  - Fatima Family Center – in the Hough Neighborhood
  - St. Thomas Aquinas Elementary School – in the Hough Neighborhood
  - St. Francis Elementary School – in the St. Clair Superior Neighborhood
  - E. 95th Street Garden – in the Hough Neighborhood
  - Refugee Response Urban Farm – serving recently arrived refugees
  - Community Greenhouse Partners – in the St. Clair Superior Neighborhood
  - Edwin’s Leadership & Culinary Institute - equipping reentry populations with culinary skills and training
  - The Cleveland Food Bank



## goal 3

### AN ENGAGED CAMPUS COMMUNITY

- Fostered community partnerships with 75 long-standing partners and cultivated new partnerships with Thomas Jefferson International Newcomer's Academy, Jennings Center (Opening Minds Through Art program), and Towards Employment Bloom Bakery.
- Hosted 60 community partners on campus at the third annual JCU Community Partner meeting with morning workshops, networking opportunities, and shared learning, followed by a keynote luncheon, "Signs of Hope and Promise in the City of Cleveland," presented by Joe Cimperman '92, Executive Director of Global Cleveland.
- Facilitated the Catholic Relief Services University Ambassador Program in collaboration with Campus Ministry and hosted several events raising awareness on the plight of refugees and the reality of human trafficking.
- Expanded our capacity to track and report key metrics and data in service-learning activities through the launch of the GivePulse platform. Robust reporting functions in the new platform allow for real-time data analysis, heat-mapping, tracking of attendance, and hours of impact.



▶ Kaylee Bowersock '20 and Teresa Kelly '20 help connect students to a wide range of activities and opportunities to get involved and make a difference.

▶ Children from the Fatima Family Center proudly display the puppets they made as part of Fatima Fun Day hosted at JCU.



▶ The CSSA Student Leadership Team animates, guides, and directs the service work that is done in the community. They train their peers, provide essential input and feedback, and improve what we do from a student-centered perspective.



## Summary of Impact:

- **70 Student Liaisons** participated in training in the **Social Change Model of Leadership** from September through May.
- **217 Students** participated in one-time service activities which included work with:
  - Legal Aid Law Clinic
  - Dinner with men who were homeless at 2100 Lakeside Men's Shelter
  - Habitat for Humanity
  - Game nights with children with special needs
  - Bowling with special needs children
  - Visits to homeless men recovering from hospitalizations
  - Family Promise of Greater Cleveland—support for single parents
  - Staffing a Mobile Food Pantry
  - Sorting medical supplies for developing countries
- **122** students attended the **“Now What?” Workshop** to reflect on their semester service experience, explore its implications, and consider next steps in terms of coursework, internships, and continued involvement in the community.

# Student Development to Cultivate Leaders for Social Change from a Jesuit Framework



Building momentum. Through the leadership and initiative of Delaney Burns '21 (top right), JCU students formed a work crew for Habitat for Humanity in the Stockyards neighborhood.



Service is an integral part of the student experience at John Carroll University. Service-learning provides students with the opportunity to interact with community members, sharpen critical thinking skills, apply classroom learning in real-world settings, and deepen civic engagement. Service-learning increases understanding and depth of course content while raising awareness of civic and social issues.

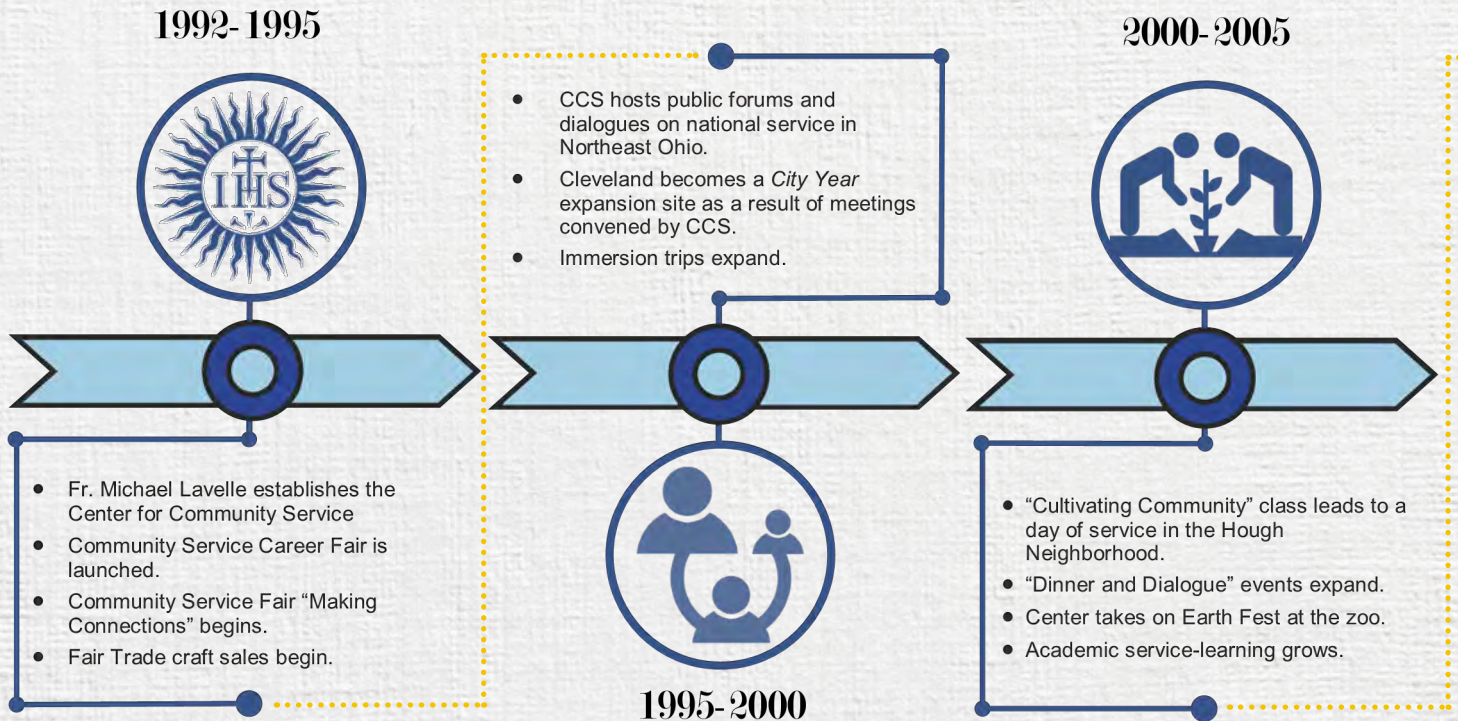
Students need experience and opportunities to develop leadership skills in order to effectively engage on campus, in the community, as well as for their future careers. Leadership is learned through experiences and enriched through reflection upon those experiences. Vision, values, skills, competencies, and knowledge are all essential in the Jesuit framework and are infused in the various ways that CSSA trains its student liaisons and provides countless opportunities for students.

Boyer means business...and service. Boyer Community Day is an annual day of service involving students, faculty, and staff working together for a greater good.



# Looking Back **FORGING AHEAD**

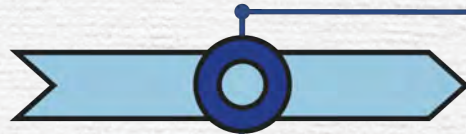
The marking of milestones and significant anniversaries call for both looking backwards and looking forwards. Anniversaries are a time to celebrate past accomplishments, take note of the trials and triumphs, probe the progress made, and entertain new possibilities and vision for the future. The Center for Service and Social Action has been involved in both looking back and looking forward as it marks its 25th anniversary this year and there is much to celebrate.



# HEAD



- Fr. Niehoff appoints new director.
- Center is re-named and becomes the **Center for Service and Social Action**.
- Streak Week Service Project is founded.
- Arrupé Scholars Program is founded.

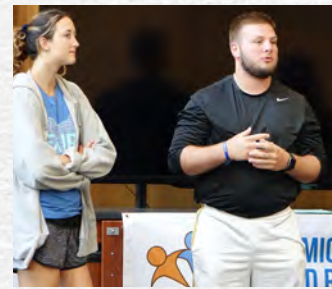


2005-2010

Over the past 25 years, significant growth and progress have occurred in engaging students in the community and in developing the infrastructure and support to sustain and deepen that engagement. It is worth noting that service to the wider community extends back in time beyond this current anniversary, as service has always been at the heart of the Jesuit mission and ethos of the University. Through the years, generations of students have extended care and concern to those in need. The methods of reaching out have varied in form and function but call to service and advancing the common good have been timeless.

Today, the Center for Service and Social Action engages over 2,000 students annually in service activities across a broad range of issues and populations. We work with more than 75 community partners and offer approximately 100 weekly opportunities for students to choose from. Approximately 35 faculty members offer upwards of 70 service-learning courses per academic year in more than 14 departments. Course integration models include weekly service, project-based service, community-based research, and presentation type service.

As we listen to the needs and interests of faculty, students, and community partners, we continue to refine and develop our work in order to innovate and deepen their engagement. Our strategic plan guides us into the future so that we can continue to be innovative, collaborative, responsive to the community, and effective in supporting the transformation of the minds and hearts of our students.



2010-2015



- Growth of the Center results in two additional staff positions.
- University celebrates 125th Anniversary.
- "Cultivating Community Day" becomes **Jesuit Day of Service**
- Carroll Ballers program is founded.
- Students for Social Justice is founded.

- Student Leadership Team is formed.
- Social Change Model of Leadership Training Program is launched.
- 42 Faculty teach more than 70 service-learning courses.
- Faculty Workshop series is launched.
- New database is launched.



2015-2017 +

# JCU IN THE CITY:

## Vision, Momentum, and Engagement

“ I felt as if we were heard by the John Carroll University stakeholders and that our input will make an impact in the way JCU interacts with the community.”

-Visioning Committee Member

**The Center for Service and Social Action marked its 25th anniversary this year and embarked upon a new initiative, “JCU in the City,” to propel its work of academic and civic engagement forward.**

The launch of the new initiative began with a strategic visioning process involving a series of three visioning and brainstorming conversations that took place in January, February, and March. CSSA invited a wide range of community partners, civic leaders, directors of non-profits, educational leaders, social workers, faculty and staff to take part in these gatherings. Of the 46 invited, 42 leaders committed to participating and brought their expertise and experience to bear upon the conversations.


The visioning conversations were designed with the purpose of exploring and re-imagining ways the University could respond to the needs of the times and leverage its teaching, research, and service for greater impact in the community in light of its mission. The process and content were structured in such a way that each conversation built upon the previous one.

This initiative was motivated by a need to find ways to teach our students about the importance of civic engagement and their responsibility to contribute to creating a just, inclusive, diverse, and democratic society by exposing them to the needs of our times and the power of vision.

### **The Visioning Process:**

- We convened representatives from approximately 30 different community agencies, organizations, business leaders, political officials, non-profits, and schools.
- We had deans, faculty, and key staff members from John Carroll join us for the conversations.
- Earl Pike, a nonprofit consultant, led the process and facilitated the conversations.
- Each of the three meetings explored different topics in order to move the process forward.
- A small working group synthesized each meeting and provided a summary to track the conversation outcomes and ideas.

“ I felt as if John Carroll’s mission has been made flesh by what CSSA has been doing. I enjoyed meeting local agencies and partners. Keep doing what you’re doing! ”  
- Visioning Committee Member



“I appreciated the commitment of JCU and the openness of the various community participants to listen to each other’s comments and perspectives and to value each other’s realities.”

-Visioning Committee Member



▲  
Nine JCU students were selected for JCU Summer in the City internships focused on advocacy and social change with Cleveland non-profits.

Left to right (Front Row): Erin Brown '19, Zeljana Opacak '20, Rachel LeFebvre '19, Krista Cobb '19, Connor McIntyre '21.

(Back Row): Zach Chapman '19, Jillian Doherty '20, Nick Colby '19, Max Linnville '20G.

#### **Purpose of the Visioning Conversations:**

- To engage in a dynamic conversation process to listen to the needs and realities in the community.
- To discover and explore shared intersections, expertise, and interests.
- To envision new possibilities for civic engagement for John Carroll students, faculty, and staff.
- To deepen the connection of the University with community stakeholders in social change efforts that value the knowledge, expertise, and potential of each.
- To explore new high impact areas for students as well as faculty-community engaged scholarship and teaching.

#### **Next Steps:**

These conversations are just the beginning of a new way of listening, engaging, and discerning next steps. Participants in the visioning sessions expressed their desire and willingness to continue the conversation in the months ahead and to move from listening to collaborative action and engagement. In the coming year, additional conversations, meetings and events are planned to continue to move the process forward.

# Visioning Committee

## Composition & Leadership Area

### Leaders in Economic Development Organizations

- Joe Cimperman, Executive Director (JCU Alum) Global Cleveland
- Danielle Sydnor, Executive Director Economic Community Development Institute
- Timothy Smith, Founder and Executive Director Community Greenhouse Partners
- Chardonay Graham, Marketing Director Chateau Hough

### Leaders in Entrepreneurship & Innovation

- Karen Kidwell, Executive Director Ingenuity Cleveland
- Drew Genszler, Executive Director, CEO Lutheran Metropolitan Ministry (LMM)
- Bryan Mauk, VP Workforce Development (JCU Alum) LMM Social Enterprise

### Leaders of Community Development Corporations

- John Anoliefo, Executive Director Famicos Foundation
- Michael Fleming, Executive Director St. Clair Superior Shoreway Development Corporation
- Erica Robinson, Director of Community Engagement Famicos Foundation
- Mordecai Cargill, Director of Strategy, Research & Impact Cleveland Neighborhood Progress

### Leaders in Urban Education

- Rich Clark, Founding President St. Martin DePorres High School
- Virginia Malloy, Vice President for Mission St. Martin DePorres High School
- Portia Gadson, Assistant to the Principal St. Thomas Aquinas Elementary School

### Leaders in the Legal Community

- Anthony Coyne, President (JCU Alum) Mansour Gavin Law Firm

### Leaders in Politics

- Stephanie Howse, State Representative (D) 11 The Ohio House of Representatives

### Leaders in the Health Professions

- Katrice Cain, Program Development Manager Center for Reducing Health Disparities
- Mariely Neris Rodriguez, Program Manager Health Leads

### Leaders in the Social Work & Outreach Community

- Tara Knight, Social Worker (JCU Alum) Catholic Charities - Diocese of Cleveland
- LaJean Ray, Executive Director The Fatima Family Center
- Sr. Cecilia Liberatore, SND Board of Trustees Renee Jones Empowerment Center

### Leaders in Senior Citizen Care

- Chantel Davis, Manager of Philanthropy and Volunteers (JCU Alum) Eliza Bryant Village

### Leaders in Jesuit Apostolates

- Fr. Dan McDonald, S.J. Assistant Provincial for Higher Education Jesuit Province - Midwest
- Chris Kerr, Executive Director (JCU Alum) Ignatian Solidarity Network

### Leaders in the Faith Community

- Sr. Rita Mary Harwood, SND Secretary of Parish Life Catholic Diocese of Cleveland
- Rev. Todd Davidson, Senior Pastor Antioch Baptist Church
- Fr. Bob Marva, OFM Cap. Pastor St. Agnes Our Lady of Fatima Parish

### John Carroll University Stakeholders & Participants

- Dr. Jeanne Colleran, Interim President
- Dr. Alan Miciak, Dean of Boler College
- Doan Winkel Director, Muldoon Center for Entrepreneurship
- Dr. Andy Welki, Economics and Finance Chair
- Dr. Margaret Farrar, Dean of the College of Arts and Sciences
- Ed Peck, Vice President for Mission and Identity
- Dr. Philip Metres, Director of Peace, Justice and Human Rights
- Dr. Kathy Lee, Director of Pre-Health Professions
- Dr. Paul Murphy, Director of Institute of Catholic Studies
- Dr. Debby Rosenthal, English Department Chair
- Sr. Katherine Feely, SND Director, CSSA
- Maryellen Callanan, Associate Director, CSSA
- JP Gaulty, Assistant Director, Community Partnerships, CSSA
- Ms. Dani Robbins, Director Nonprofit Administration Program



# Staff Development to Build Capacity

Conferences and Workshop opportunities were carefully identified to provide staff development and capacity building in key areas in order to develop skills for effective engagement in the work of the office and the implementation of the “JCU in the City” initiatives.

- **Conference:** Maryellen Callanan and Sr. Katherine Feely attended the University of Pennsylvania’s Netter Center Conference from November 16-17, 2017. Conference theme: **Higher Education-Community Partnerships for Democracy and Social Change**
- **Training:** JP Graulty and Maryellen Callanan participated in the **Asset Based Community Development (ABCD) Training**

The premise of ABCD recognizes that people in communities can organize to drive the development process themselves by identifying and mobilizing existing (but often unrecognized) assets, thereby responding to and creating local economic opportunity.

In particular, ABCD draws attention to social assets: the particular talents of individuals, as well as the social capital inherent in the relationships that fuel local associations and informal networks.

- **Training:** Heather Craigie and JP Graulty were trained in the **Civic Engagement Facilitator Training Program**
- **Conference:** JP Graulty attended the **Cleveland Sustainability Summit**  
Focus: **Vital Neighborhoods** - to help design Cleveland’s sustainable future. The Summit provided an opportunity to work across sectors, foster collaboration, and learn about recent innovations.
- **Training:** All staff participated in a two-day **Race, Equity, and Inclusion Training**, hosted by Cleveland Neighborhood Progress to equip each of us with sensitivity, awareness, and training needed to engage effectively with diverse communities on their terms.

